

Basic Maintenance Program

The Economical Choice

This on-site support program provides planned maintenance for Ohmeda Anesthesia Systems, Patient Monitors and Infant Care Products to help you maintain the highest patient safety standards.

The Basic Maintenance Program provides scheduled maintenance which can help you prevent costly repairs, increase availability of equipment and assure patient safety. In addition, the Basic Maintenance



Program provides customer support at the highest level in the medical service industry.

Ohmeda's world class service organization is an integral part of the ISO 9001 certified quality system.

The Basic Maintenance Program includes the items checked below:

1. Equipment Maintenance

On-Site Planned Maintenance Labor	<input checked="" type="checkbox"/>
Performance Assurance Checks	<input checked="" type="checkbox"/>
Safety Testing	<input checked="" type="checkbox"/>
Planned Maintenance Parts	<input type="checkbox"/>
Other Repair Parts	<input type="checkbox"/>
90-Day Warranty on all Parts and Labor	<input checked="" type="checkbox"/>
Travel Charges	<input type="checkbox"/>
Unscheduled Labor	<input type="checkbox"/>
START-TO-FINISH Service	<input checked="" type="checkbox"/>
Quality Service Audit	<input checked="" type="checkbox"/>

2. Customer Support

Unlimited Toll-Free Phone Support	<input checked="" type="checkbox"/>
Detailed Service Documentation	<input checked="" type="checkbox"/>
Flexible Payment Options	<input checked="" type="checkbox"/>
Customer Satisfaction System	<input checked="" type="checkbox"/>

Under the Basic Maintenance Program, the cost of parts, travel and unscheduled labor is not included.

Equipment Maintenance

When you invest in our Basic Maintenance Program, we assign a Service Representative employed directly by Ohmeda to keep your equipment operating to specifications. As part of a large, nationwide technical field staff, this individual has had extensive training on Ohmeda equipment and receives continuous factory updates and instruction. Your service technician can effectively handle your maintenance and safety needs.

Our On-Site Planned Maintenance is both quick and convenient.

Periodically, your Ohmeda Service Representative will test, evaluate and perform routine maintenance on your Ohmeda equipment. If a repair is necessary, our technicians have the knowledge and skills to complete the work – on the spot. Each of our technicians carries an extensive inventory of parts so maintenance and repairs can be handled quickly to maximize equipment up-time.

Performance Assurance Checks and Safety Testing help to maximize patient safety.

Performance Assurance Checks verify that the machine is operating according to specifications. Safety tests are performed on the electrical system, the pneumatic system, the alarm mechanisms and major machine components.

Genuine Ohmeda parts are quality tested and backed with a 90-Day Warranty.

If a part is unavailable locally, it will be shipped overnight from our Atlanta Service and Distribution Center which stocks over 11,000 individual parts. Ohmeda parts are quality tested to ensure superior performance with your system.

Maximize equipment up-time with our START-TO-FINISH service promise.

We realize how important it is to keep your equipment running according to specifications to maximize your up-time. Whenever possible, our people will work at your facility until the work is completed, from START-TO-FINISH, and you're satisfied with the results.

Our *Quality Service Audits* help to ensure that you're completely satisfied with our service.

Because we are committed to the highest standards, our technician's work is subject to review. At least twice each year, Ohmeda managers conduct a Quality Service Audit. Our technicians are graded on several key areas:

- quality of services performed
- communication with clinical staff
- proper completion of service documentation
- completion of all required safety tests
- post-service checks
- compliance with safety and infection control procedures

Customer Support Services

World class support means more than superior on-site service. Ohmeda offers value-added, manufacturer-direct support not offered by alternative service providers.

We can provide answers to your *Technical Questions* over the phone.

For immediate answers to your questions about Ohmeda equipment, call our National Technical Support Center which has direct access to product engineers.

Our expert staff can help you:

- diagnose problems
- answer technical questions
- assist with user maintenance procedures
- correctly identify parts and supplies
- advise on equipment applications

Ohmeda Technical Support Center
7:30 am to 5:30 pm (CST) Monday through Friday

1-800-345-2755

We handle *Service Documentation* so you don't have to.

To help you comply with JCAHO requirements, we provide service documentation immediately after work is completed. This Maintenance Service Report (MSR) indicates the services performed and the serial numbers of all equipment serviced.

***Flexible Payment Options* help you control your service expenses.**

For those customers who wish to have multi-year coverage on their maintenance programs at guaranteed prices, we offer fixed price plans which secure the price of your service program over a period of time.

Fixed pricing yields several advantages:

- helps you manage your service budget
- protects against rising costs
- minimizes administrative time
- reduces potential gaps in coverage which may result with annual renewals

Because not every hospital management program is the same, Ohmeda offers flexible payment plans for all service programs. Ask your service representative for more details.

Customer Satisfaction System: Our Dedication to Continuous Improvement

Our Service Representatives are measured and rewarded based upon direct customer feedback which helps ensure that we meet your expectations.

Our #1 Goal: Your complete satisfaction.

OHMEDA

THE BOC GROUP

Dedicated to Anesthesia and Critical Care

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BASIC MAINTENANCE (Datex-Ohmeda Tech Suite)	BASE YEAR	CAT PRICE	\$ DISC	% DISC	BASE YEAR	Year Two	Year Three
Anesthesia Systems (Datex-Ohmeda)							
Modulus CD (+vent)	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
Modulus CDCV (+vent)	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
Mod II Plus	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
Excel-SE	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
Excel-SE-w/o pod	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
Excel (TVX,O2,Paw)(MRI)	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
Excel without pod	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
Mod-SE-7900	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
Excel-SE-7900	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
Mod-SE-w/o	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
Mod II (TVX,O2)	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
Mod II 3M (TVX,O2,Paw)	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
Modulus I	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
8000	\$ 832.50	\$ 1,110.00	\$ 277.50	25%	\$832.50	\$ 857.48	\$ 883.20
Above prices includes coverage on integrated Oxygen, Volume and Pressure monitors.							
Anesthesia Machines Only (Modulus II,	\$ 486.75	\$ 649.00	\$ 162.25	25%	\$486.75	\$ 501.35	\$ 516.39
Modulus II Plus, Excel, Excel SE, Modulus SE							
Excel SE or Mod SE-7900, Modulus CD)							
7000, 7800, 7810 Ventilators Only	\$ 337.50	\$ 450.00	\$ 112.50	25%	\$337.50	\$ 347.63	\$ 358.05
Patient Monitors (Datex-Ohmeda)							
2120 NIBP	\$ 243.75	\$ 325.00	\$ 81.25	25%	\$243.75	\$ 251.06	\$ 258.59
3700 Oximeter	\$ 225.00	\$ 300.00	\$ 75.00	25%	\$225.00	\$ 231.75	\$ 238.70
3710 Oximeter	\$ 225.00	\$ 300.00	\$ 75.00	25%	\$225.00	\$ 231.75	\$ 238.70
4700 Oximeter	\$ 558.75	\$ 745.00	\$ 186.25	25%	\$558.75	\$ 575.51	\$ 592.78
5200 CO2 Monitor	\$ 483.75	\$ 645.00	\$ 161.25	25%	\$483.75	\$ 498.26	\$ 513.21
5210 CO2 Monitor	\$ 483.75	\$ 645.00	\$ 161.25	25%	\$483.75	\$ 498.26	\$ 513.21
5250 RGM	\$ 667.50	\$ 890.00	\$ 222.50	25%	\$667.50	\$ 687.53	\$ 708.15
Rascal II - MA parts - no repair parts	\$ 465.00	\$ 620.00	\$ 155.00	25%	\$465.00	\$ 478.95	\$ 493.32
CD Monitors & Pod	\$ 780.00	\$ 1,040.00	\$ 260.00	25%	\$780.00	\$ 803.40	\$ 827.50
CV Monitor only	\$ 273.75	\$ 365.00	\$ 91.25	25%	\$273.75	\$ 281.96	\$ 290.42
Pkg A (3710, 5210 & 2120)	\$ 600.00	\$ 800.00	\$ 200.00	25%	\$600.00	\$ 618.00	\$ 636.54
Pkg B (3710 & 5210)	\$ 502.50	\$ 670.00	\$ 167.50	25%	\$502.50	\$ 517.58	\$ 533.10
Vaporizer Exchange - OHMEDA							

Ohio & Tec 3	(1 year service interval-customer installed)	\$	225.00	\$	300.00	\$	75.00	25%	\$225.00	\$	231.75	\$	238.70
Tec 4	(1 year service interval- customer installed)	\$	210.00	\$	280.00	\$	70.00	25%	\$210.00	\$	216.30	\$	222.79
Tec 5	(3 year service interval- customer installed)	\$	352.50	\$	470.00	\$	117.50	25%	\$352.50	\$	363.08	\$	373.97
Tec 6 Ohmeda	(2 year service interval- customer installed)	\$	656.25	\$	875.00	\$	218.75	25%	\$656.25	\$	675.94	\$	696.22
Tec 6 NMD	(2 year service interval- customer installed)	\$	656.25	\$	875.00	\$	218.75	25%	\$656.25	\$	675.94	\$	696.22